Communicating for Understanding

The Non-Violent Communication Model in Action

Presented by UCR EOD

Communicating for Understanding

Name:

_____

Objectives and Outcomes

At the end of this workshop you will be able to:

Define communication and noise

Describe situations objectively

Identify and recognize needs

Identify and recognize feelings that arise when needs are not met

Formulate, express, and recognize requests

What is Communication?
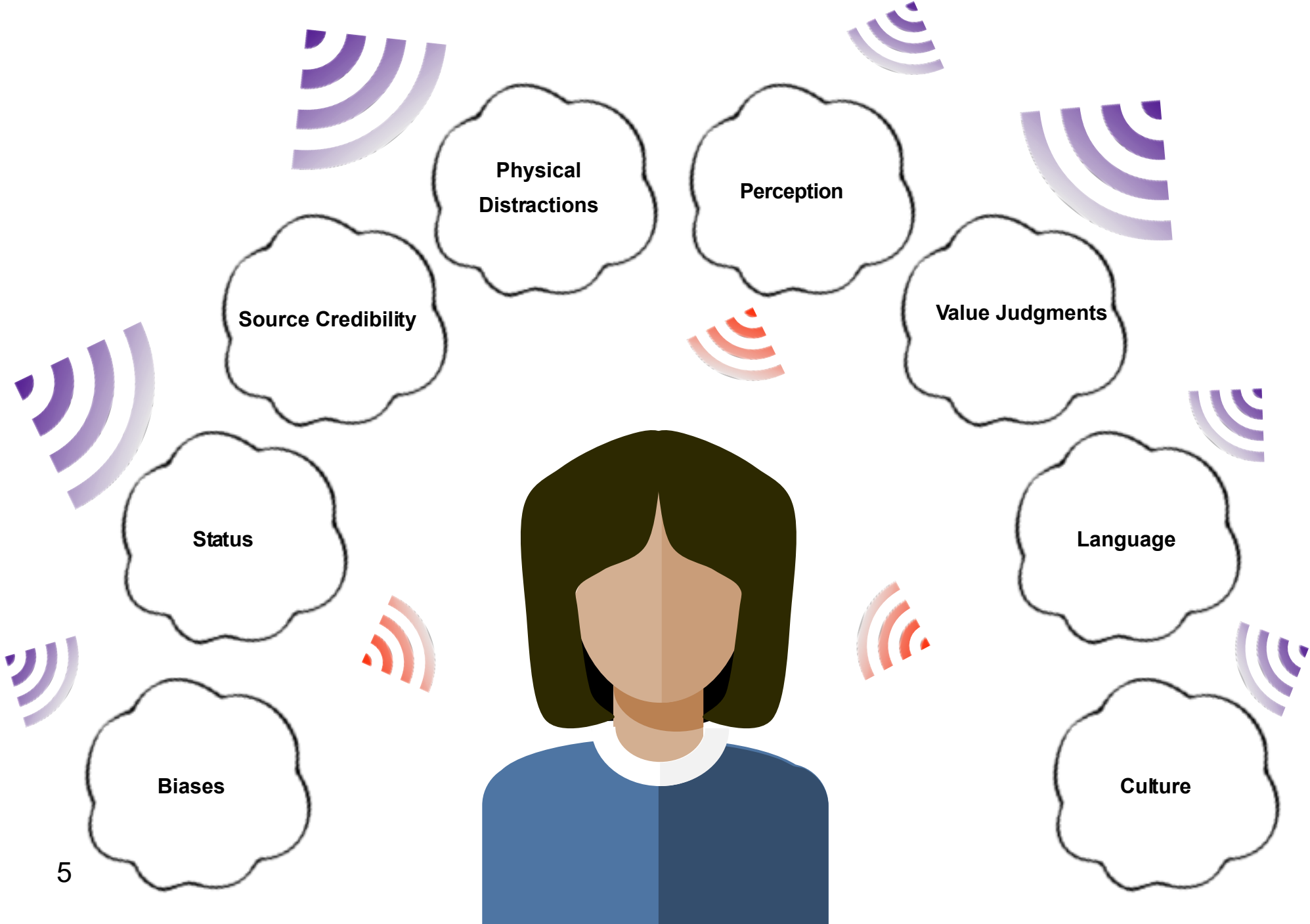
Sender (who)

Message (says what)

Medium (in what way)

Receiver (to whom)

Feedback (with what effect)

NOISE

What is Noise?

Physical Distractions

Perception

Source Credibility

Value Judgments

Status

Language

Biases

Culture

The Non-Violent Communication (NVC) Model

The NVC Approach:

1. Emphasizes **compassion** as the motivation for action rather than fear, guilt, shame, blame, coercion, or threat.

2. Focuses on getting what you want for reasons you will not regret later.

3. Focuses on creating a **quality of connection** that gets everyone's needs met through compassionate giving.

The NVC Process:

- Encourages us to focus on what we observe without judgment or interpretation.

- Encourages us to connect our feelings to underlying needs/values (e.g. protection, support, love).

- Encourages clarity on what actions would help us meet those needs.
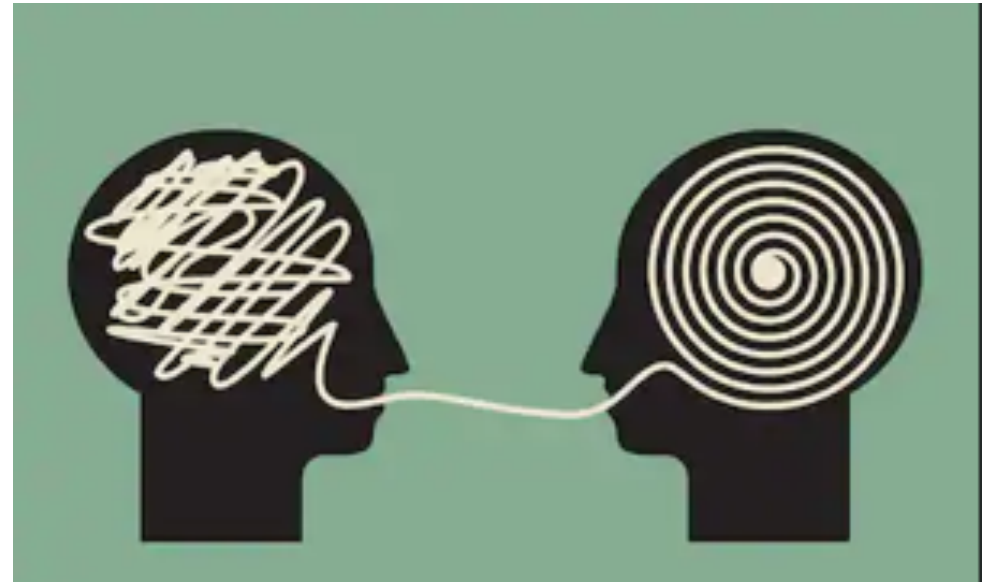
The NVC Model

Observation

State an OBSERVATION (not evaluation) of the behavior. Be specific and objective; focus on the behavior, not the person. What did you see/hear/remember?

Feelings

Assess your FEELINGS (not thoughts or judgments) in relation to the event. Use "I am" statements rather than "I feel". Focus on true feelings.

Needs

Track the unmet NEED that triggered the feeling

Request

REQUEST a positive action in do-able language.

Observation

What did you see? What did you hear?

State what you observed, NOT your evaluation, interpretation, or judgment of the behavior.

Be specific and objective; focus on the behavior, not the person.

What did you observe?

1. "You sabotaged my presentation yesterday."

2. "You turn in sloppy work."

3. "You disrespected me yesterday during the meeting."

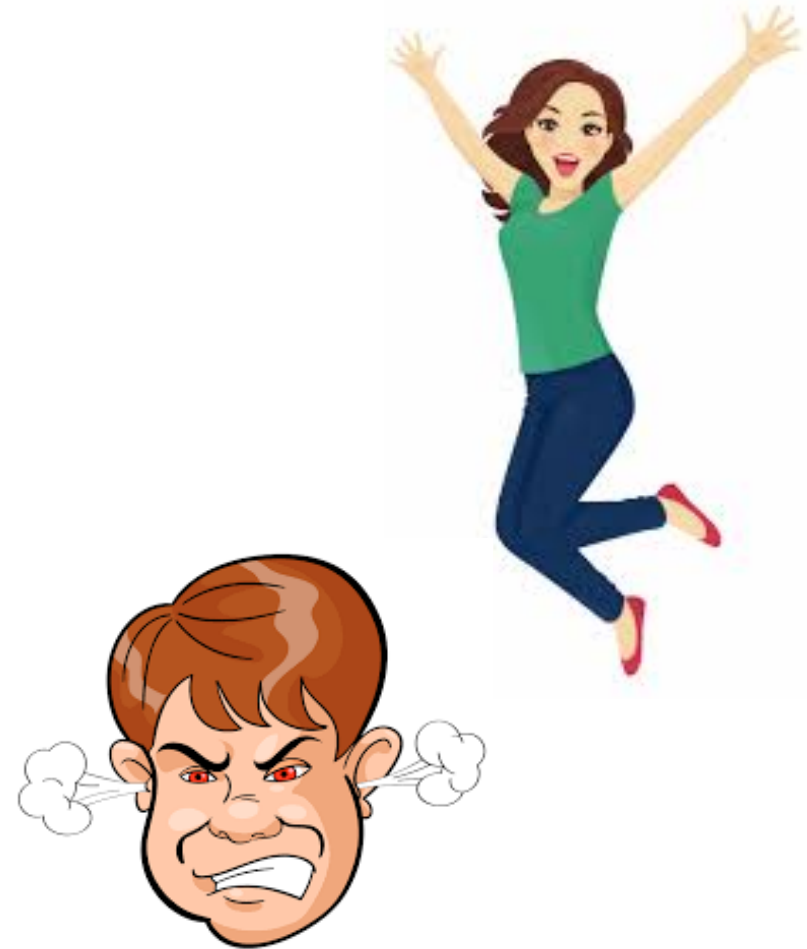4. "You completely ignored my dietary needs at the lunch event."

Feelings

How do you FEEL?

Assess your FEELINGS (not thoughts or judgments) in relation to the behavior.

Say "I am" rather than "I feel".

Focus on true feelings (I am discouraged) rather than judgments (I feel misunderstood). See pages 11-12 for examples.

Be specific and objective; focus on the behavior, not the person.

What is the FEELING behind the statement?

1. "He's giving me way too much to do. I feel dumped on."

2. "I felt completely ignored during class. I kept raising my hand and Dr. Roberts never acknowledged me."

3. "My team mate always disrespects me. It drives me crazy."

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NON-FEELING WORDS (Containing Thoughts, Interpretations, and Judgments)

What I think you did to me	What I think I am	Non-Feeling Warning Signs
Abandoned	Foolish	"I feel THAT you…"
Abused	Guilty	"I feel LIKE…"
Accepted	Inadequate	"I feel AS IF…."
Attacked	Left out	"I feel YOU [he / she /it]…"
Blamed	Let down	What tends to follow are thoughts,
Betrayed	Overpowered	interpretations, and judgments.
Cheated	Overworked	
Cornered	Stupid	
Criticized	Unheard	
Distrusted	Unimportant	
Dumped on	Unseen	
Hassled	Untrusted	
Ignored	Unwanted	
Insulted	Unworthy	
Intimidated	Worthless	
Invalidated		
Isolated		
Manipulated		
Misunderstood		
Neglected		
Patronized		
Pressured		
Put Down		
Ripped off		
Rejected		
Smothered		
Threatened		
Tricked		
Used		
Violated		

FEELINGS WHEN NEEDS ARE NOT SATISFIED

AFRAID
apprehensive
Dread
foreboding
frightened
mistrustful
Panicked
Petrified
Scared
suspicious
Terrified
Worried

ANNOYED
aggravated
Dismayed
disgruntled
displeased
exasperated
Frustrated
Impatient
Irritated
Irked

ANGRY
Affronted
Bitter
displeased
Enraged
Furious
Incensed
Indignant
Irate
Livid
Offended
Outraged
Resentful

AVERSION
animosity
appalled
contempt
disgusted
dislike
hate
horrified
hostile
repulsed

CONFUSED
ambivalent
baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DISCONNECTED
alienated
aloof
apathetic
bored
cold
detached
distant
distracted
indifferent
numb
removed
uninterested
withdrawn

DISQUIET
Agitated
Alarmed
discombobulated
disconcerted
disturbed
perturbed
Rattled
Restless
Shocked
Startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARASSED
ashamed
chagrined
flustered
Guilty
mortified
self-conscious

FATIGUED
Beat
burnt out
depleted
exhausted
lethargic
listless
sleepy

tired
weary
worn out

PAIN
agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

SAD
depressed
dejected
despair
despondent
disappointed
discouraged
disheartened
forlorn
gloomy
heartbroken
heartsick
heavy hearted
hopeless
melancholy
somber
sorrowful
unhappy

TENSE
anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless
stressed out

VULNERABLE
fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING
envious
jealous
longing
nostalgic
pining
wistful

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FEELINGS WHEN NEEDS ARE SATISFIED

AFFECTIONATE
Compassionate
Friendly
Loving
open hearted
sympathetic
tender
warm

ENGAGED
absorbed
alert
curious
engrossed
enchanted
entranced
fascinated
interested
intrigued
involved
spellbound
stimulated

HOPEFUL
expectant
encouraged
optimistic

CONFIDENT
empowered
open
proud
safe
secure

EXCITED
amazed
animated
ardent
aroused
dazzled
eager
energetic
enthusiastic
giddy
invigorated
lively
passionate
surprised
vibrant

GRATEFUL
appreciative
moved
thankful
touched

INSPIRED
amazed
awed
wonder

JOYFUL
amused
delighted
glad
happy
jubilant
pleased
tickled

EXHILARATED
blissful
ecstatic
elated
enthralled
exuberant
radiant
rapturous
thrilled

PEACEFUL
calm
clear headed
comfortable
centered
content
equanimous
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still
tranquil
trusting

REFRESHED
enlivened
rejuvenated
renewed
rested
restored
revived

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Needs

What do you NEED?

Track the unmet NEED that triggered the feeling. See page 14 for examples..

You don't need to validate/justify your needs. They just are.

Example Need Statements

1. We need a collaborative environment to function effectively.

2. I value making a contribution.

What NEED has not been met?

1. Why does everything around here take 10 times as long as they should?

2. This assignment is so stupid. We're not going to learn anything from it..

3. You are impossible. I don't understand you at all.

NEEDS INVENTORY

CONNECTION
acceptance
affection
appreciation
belonging
cooperation
communication
closeness
community
companionship
compassion
consideration
consistency
empathy
inclusion
intimacy
love
mutuality
respect/self-respect
safety
security
stability
support
to know and be known
to see and be seen
to understand and be
understood
trust
warmth

PHYSICAL WELL-BEING
Air
Food
movement/exercise
rest/sleep
sexual expression
Safety
Shelter
Touch
Water

HONESTY
Authenticity
Integrity
Presence

PLAY
Joy

PEACE
Beauty
Communion
Ease
Equality
Harmony
Inspiration
Order

AUTONOMY
Choice
Freedom
Independence
Space
Spontaneity

MEANING
Awareness
celebration of life
Challenge
Clarity
Competence
Consciousness
Contribution
Creativity
Discovery
Efficacy
Growth
Hope
Learning
Mourning
Participation
Purpose
self-expression
Stimulation
to matter
Understanding

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Request

What action will you REQUEST?

- Be specific. Don't leave room for interpretation.

- Make sure it is doable. The person should be able to accomplish whatever you are asking for.

- Phrase it in a positive way; "Do this" instead of "DON'T do that".

Is it SPECIFIC? Is it DOABLE? Is it POSITIVE?

1. "Would you please be more considerate ?"

2. "Make sure that your staff members don't break any of these "rules."

3. "Please be courteous in our shared kitchen."

4. "Quit upsetting me at our meetings."

5. "Would you please knock before entering?"

Put it Together - Example

Karla noticed that Jim turns in his sections of projects late. Karla decides to talk to him about it.

Jim, I noticed that when we have projects, you submit your contributions after the deadlines. When this happens, I get frustrated and anxious because it's important to me to complete our projects on time, and for our team members to contribute evenly so that everyone's time and efforts are respected. I also want us all to meet our manager's expectations. In the future, could you meet the deadlines the team agrees to?
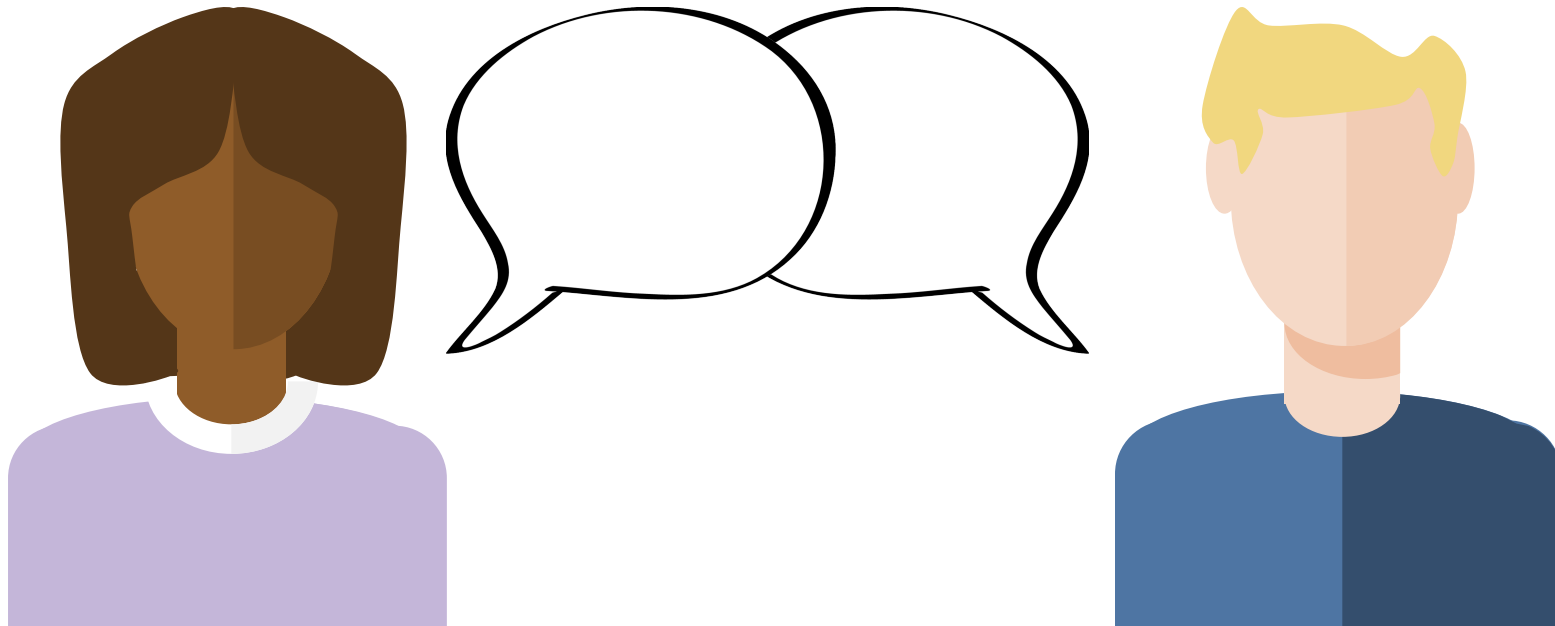
Break it Down

Observation - What did Karla see/hear?

_____

Feeling - How did Karla feel?

_____

Need - What was Karla's unmet need?

_____

Request - What did Karla ask for?

_____

Scenario

Renee shares an office with Doreen. Renee has a mini-fridge where she keeps her favorite drinks and yogurt stocked. Doreen often helps herself to Renee's food without asking permission, and without replacing what she used. Renee decides to talk to Doreen.

Using the NVC, plan out Renee's conversation with Doreen.

Your Turn…

Observation - What did Renee see/hear?

Feeling - How does Renee feel?

Need - What is Renee's unmet need?

Request - What could Renee ask for?

Resources

'Ansembourg, T. (2007). Being Genuine: Stop Being Nice, Start Being Real. Encinitas: Puddledancer Press.

Rosenberg, M. (2010, October 26). http://www.cnvc.org/Training/feelings-inventory. Retrieved July 15, 2011, from The Center for Nonviolent Communication: http://www.cnvc.org/

Rosenberg, M. (2010, October 26). http://www.cnvc.org/Training/needs-inventory. Retrieved July 15, 2011, from The Center for Nonviolent Communication: http://www.cnvc.org/